

Actual Performance for Outcome Measures
80th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

DATE: **10/6/2009**
TIME: **10:19:58AM**
PAGE: **1 OF 1**

Agency code: **448**

Agency name: **Office of Injured Employee Counsel**

<u>Type/Objective/Measure</u>	2009 Target	2009 YTD	Percent of Annual Target
<u>1-1 ENSURE FAIR RULES & ACT AS RESOURCE</u>			
3 % RULES CHANGED FOR BENEFIT OF IE	50.00 %	28.57 %	57.14 % *
<u>Explanation of Variance:</u> The Office of Injured Employee Counsel (OIEC) analyzes and actively participates in both the Texas Department of Insurance (TDI) and Division of Workers' Compensation (DWC) rule initiatives to carryout its statutory mission to advocate on behalf of the injured employees of Texas pursuant to Texas Labor Code §§404.101 and 404.104. OIEC did not meet the target because TDI did not incorporate as many of OIEC's comments into the adopted rules in FY 2009 as projected. OIEC continues to work with TDI and DWC to advocate on behalf of the injured employees of Texas.			
<u>3-1 OMBUDSMAN PROGRAM</u>			
1 % DISPUTES W/ OMBUDSMAN ASSISTANCE	45.00 %	37.46 %	83.24 % *
<u>Explanation of Variance:</u> OIEC's Ombudsman Program assists all injured employees who request assistance in the dispute resolution process. Ombudsmen assisted in fewer proceedings than projected because targets for OIEC's FY 2009 performance measures were based on limited data available to the agency at the time.			
2 % CCH ISSUES PREVAILED W/ OMBUDSMAN	40.00 %	39.33 %	98.33 %
3 % APPEAL ISSUES PREVAILED W/ OMBUDS	40.00 %	35.01 %	87.53 % *
<u>Explanation of Variance:</u> During the appeal process, the Ombudsman assists all injured employees that request assistance with preparing an appeal or a response to an appeal and getting the documents filed timely. Injured employees did not prevail as often as projected during FY 2009 because targets for OIEC's FY 2009 performance measures were based on limited data available to the agency at the time.			

* Varies by 5% or more from target.